



Your business
is our business.

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

REDACTED - FOR PUBLIC INSPECTION

June 30, 2014

Accepted/Filed

JUN 30 2014

**Federal Communications Commission
Office of the Secretary**

Via Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2014 ETC Annual Report of Wilkes Telephone Membership Corporation
Study Area Code 230510**

Dear Ms. Dortch:

On behalf of Wilkes Telephone Membership Corporation ("Wilkes"), JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ Wilkes seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC's Electronic Comment Filing System. In addition, attached is a letter requesting confidential treatment under Sections 0.457 and 0.459 of the initial section 54.202(a) Five-Year Service Quality Improvement Plan.³

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

No. of Copies rec'd 0+3
List ABCDE

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

³ 47 C.F.R. §§ 0.457, 0.459, 54.202(a).



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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

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JUN 30 2014

Federal Communication Commission
Office of the Secretary

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2014 ETC Annual Report of Wilkes Telephone Membership Corporation
Study Area Code 230510
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client Wilkes Telephone Membership Corporation (the "Company") hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules,¹ withholding from public inspection certain information contained in an attachment to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).²

1. The information for which the Company is seeking confidential treatment is an attachment to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").³
2. Rate-of-Return Eligible Telecommunications Carriers ("ETCs") must file with the Commission an initial section 54.202(a) Five-Year Service Quality Improvement Plan ("Five-Year Plan") which is contained in the attachment to the 2014 Report.⁴
3. The information contained in attachment for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment. Information of this nature is confidential commercial information routinely withheld from public inspection.

¹ 47 C.F.R. §§ 0.457, 0.459.

² 47 C.F.R. § 0.459(b)(1) through (9).

³ 47 C.F.R. §§ 54.313, 54.422.

⁴ See *In the Matter of Connect America Fund*, WC Docket No. 10-90, Order DA 14-591 (rel. May 1, 2014).

4. With respect to identifying the degree to which the subject attachment concerns a service that is subject to competition, the information is of a financial and competitive nature regarding the provision of telecommunications services. The Line 112 attachment contains competitively sensitive information related to proposed improvements or upgrades and maintenance the Company's network.

In its *March 5, 2013 Order*, the FCC. The FCC specified that for rate-of-return carriers, the five-year plans "should describe the carrier's network improvement plan, which should provide greater visibility into current plans to extend broadband service to unserved locations in rate-of-return service territories."⁵ Accordingly, because the Company is a rate-of-return carrier, it must file a five-year service improvement plan which contains proprietary, competitively sensitive information related to the Company's existing network including the specific locations of customers as well as describe proposed improvements or upgrades and maintenance of its network throughout its service area. Specifically, this information sets forth services provided by the Company over its existing network including specific locations of customers as well as planned network improvement and maintenance for the years 2015 through 2019 including project start and completion dates, population that will be impacted by the improvements and upgrades at the wire center level and projected capital costs associated with the improvements and upgrades and operating costs associated with maintaining the network including depreciation for investments that have already been made. As such, this information contains competitively sensitive information related to the Company's existing network as well as detailed plans at the wire center level for network upgrades and maintenance projected for the years 2015 through 2019.

5. With respect to identifying possible exposure to competitive harm, the information contained in the Line 112 attachment is information that is not customarily released to the public. This information is proprietary to the Company, is unique to the Company's serving territory and is only known to the Company and its authorized agents. If the Information is not protected, it would have economic value to potential competitors who would be able to target their marketing to specific customers. In a competitive telecommunications marketplace, this type of information is highly sensitive. If publicly disclosed, it would enable competitors to craft business plans that capitalize on their knowledge of the locations of the Company's customers which would place the Company at a competitive disadvantage.
6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing the attachment under seal. The Company uses the information contained in the Five-Year Plan to ensure that its customers continue to receive state-of-the-art high quality telecommunications and broadband services that the Company has

⁵ See *Connect America Fund et al.*, WC Docket 10-90 *et al.*, Order, DA 13-332 (rel. Mar. 5, 2013) ("*March 5, 2013 Order*") at para 9 citing Section 54.202(a) (1) (ii).

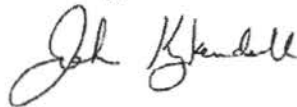
been providing to them for many years as well as to satisfy mandatory reporting requirements and does not share the information for which protection is sought. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.

7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. Not applicable.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,



John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

REDACTED FOR PUBLIC INSPECTION

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 230510

<015> Study Area Name WILKES MEMBERSHIP

<020> Program Year 2015

<030> Contact Name: Person USAC should contact with questions about this data Eric S. Cramer

<035> Contact Telephone Number: 3369733103 ext. Number of the person identified in data line <030>

<039> Contact Email Address: Email of the person identified in data line <030> ericcramer@wilkestmc.net

JUN 30 2014

Federal Communications Commission
Secretary

ANNUAL REPORTING FOR ALL CARRIERS

54.313 Completion Required	54.422 Completion Required
(check box when complete)	

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice) 0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband) 0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 230510nc510.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 230510nc610.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	230510
<015>	Study Area Name	WILKES MEMBERSHIP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

230510nc112.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<114>	Report how much universal service (USF) support was received	<input type="checkbox"/>
<115>	How (USF) was used to improve service quality	<input type="checkbox"/>
<116>	How (USF) was used to improve service coverage	<input type="checkbox"/>
<117>	How (USF) was used to improve service capacity	<input type="checkbox"/>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 230510
<015> Study Area Name WILKES MEMBERSHIP
<020> Program Year 2015
<030> Contact Name - Person USAC should contact regarding this data Eric S. Cramer
<035> Contact Telephone Number - Number of person identified in data line <030> 3369733103 ext.
<039> Contact Email Address - Email Address of person identified in data line <030> ericcramer@wilkestmc.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010> Study Area Code	230510
<015> Study Area Name	WILKES MEMBERSHIP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035> Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)
 ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)
 ☐

(1200) Terms and Condition for Lifeline Customers**Lifeline****Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	230510
<015>	Study Area Name	WILKES MEMBERSHIP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

230510nc1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	230510
<015>	Study Area Name	WILKES MEMBERSHIP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
--------	---	--------------------------

Connect America Phase II Reporting (47 CFR § 54.313(e))

<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>

<2021>	Interim Progress Community Anchor Institutions
--------	--

Name of Attached Document Listing Required Information

REDACTED FOR PUBLIC INSPECTION

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	230510
<015>	Study Area Name	WILKES MEMBERSHIP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkeatmc.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))
(3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ ☒
(Yes/No) ☒ ☒

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☒
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☒

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

230510nc3017.pdf

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, Is your company audited?

(Yes/No) ☒ ☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

- (3023) Underlying information subjected to a review by an independent certified public accountant ☐

- (3024) Underlying information subjected to an officer certification. ☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	PCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	230510
<015> Study Area Name	WILKES MEMBERSHIP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035> Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	230510
<015> Study Area Name	WILKES MEMBERSHIP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035> Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	WILKES MEMBERSHIP
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/27/2014
Printed name of Authorized Officer:	Ann Hammond
Title or position of Authorized Officer:	Billing Administrator
Telephone number of Authorized Officer:	3369733103 ext.
Study Area Code of Reporting Carrier:	230510 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	WILKES MEMBERSHIP
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/27/2014
Printed name of Authorized Agent or Employee of Agent:	Amanda Molina
Title or position of Authorized Agent or Employee of Agent:	Staff Consultant - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	7705692105 ext.
Study Area Code of Reporting Carrier:	230510 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED – FOR PUBLIC INSPECTION

WILKES TELEPHONE MEMBERSHIP CORPORATION (SAC 230510)

ATTACHMENT - LINE 112

FIVE YEAR SERVICE QUALITY IMPROVEMENT PLAN

ATTACHMENT REDACTED IN ENTIRETY

Wilkes Telephone Membership Corporation's Demonstration of Complying with Applicable Service Quality Standards and Consumer Protection rules for voice and broadband services:

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement" and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."⁴

Wilkes Telephone Membership Corporation ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules for voice and broadband services. The Company is subject to consumer protection obligations under both federal and state law. The obligations for voice services include, but are not limited to, the following: jurisdiction of the North Carolina Rural Electrification Authority under N.C. Gen. Stat, Chap 117, for customer complaints. The obligations for broadband services include, but are not limited to, public disclosure of

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." *Id.* at n. 71.

⁴ *Id.* at n. 72.

accurate information regarding network management practices, performance, and commercial terms of broadband internet access services, as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings, in accordance with F.C.C. 47 C.F.R. Part 8 §8.3.

**Wilkes Telephone Membership Corporation's Demonstration of Ability to Function in
Emergency Situations for voice and broadband services:**

Wilkes Telephone Membership Corporation ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and N.C. Gen. Stat. § 62A. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites.

The aforementioned rules are applicable to voice services, there are not currently any state or federal rules regarding emergency functionality for broadband services. However, the company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

(700) Price Offerings including Voice Rate Data
Data Collection Form

July 2013

[illegible]

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(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No: 3060-0986/OMB Control No: 3060-0819
July 2013

<010>	Study Area Code	230510
<015>	Study Area Name	WILKES MEMBERSHIP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	NC	Wilkes	25.0	0.0	25.0	4.0	1.0	0.0	Other, No Usage Limits
	NC	Wilkes	35.0	0.0	35.0	4.0	1.0	0.0	Other, No Usage Limits
	NC	Wilkes	25.0	0.0	25.0	6.0	1.0	0.0	Other, No Usage Limits
	NC	Wilkes	35.0	0.0	35.0	6.0	1.0	0.0	Other, No Usage Limits
	NC	Wilkes	45.0	0.0	45.0	6.0	1.0	0.0	Other, No Usage Limits
	NC	Wilkes	55.0	0.0	55.0	6.0	1.0	0.0	Other, No Usage Limits
	NC	Wilkes	59.95	0.0	59.95	6.0	1.0	0.0	Other, No Usage Limits
	NC	Wilkes	30.0	0.0	30.0	12.0	2.0	0.0	Other, No Usage Limits
	NC	Wilkes	26.5	0.0	26.5	12.0	2.0	0.0	Other, No Usage Limits
	NC	Wilkes	45.0	0.0	45.0	12.0	2.0	0.0	Other, No Usage Limits
	NC	Wilkes	60.0	0.0	60.0	12.0	2.0	0.0	Other, No Usage Limits
	NC	Wilkes	74.95	0.0	74.95	12.0	2.0	0.0	Other, No Usage Limits
	NC	Wilkes	35.0	0.0	35.0	20.0	5.0	0.0	Other, No Usage Limits
	NC	Wilkes	36.5	0.0	36.5	20.0	5.0	0.0	Other, No Usage Limits
	NC	Wilkes	55.0	0.0	55.0	20.0	5.0	0.0	Other, No Usage Limits
	NC	Wilkes	50.0	0.0	50.0	20.0	5.0	0.0	Other, No Usage Limits
	NC	Wilkes	70.0	0.0	70.0	20.0	5.0	0.0	Other, No Usage Limits
	NC	Wilkes	84.95	0.0	84.95	20.0	5.0	0.0	Other, No Usage Limits
	NC	Wilkes	50.0	0.0	50.0	50.0	10.0	0.0	Other, No Usage Limits
	NC	Wilkes	46.5	0.0	46.5	50.0	10.0	0.0	Other, No Usage Limits
	NC	Wilkes	75.0	0.0	75.0	50.0	10.0	0.0	Other, No Usage Limits

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	230510
<015>	Study Area Name	WILKES MEMBERSHIP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericccramer@wilkestmc.net

[illegible]

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(800) Operating Companies
Data Collection Form
FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	230510
<015>	Study Area Name	WILKES MEMBERSHIP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Eric S. Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369733103 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net
<810>	Reporting Carrier	Wilkes Telephone Membership Corporation
<811>	Holding Company	Wilkes Telephone Membership Corporation
<812>	Operating Company	

[illegible]

LOCAL EXCHANGE SERVICE

6.2 LIFELINE PROGRAM

6.2.1 General

- A. The Lifeline Program is a telephone assistance program designed to make telephone service available at reduced rates to eligible residential customers.
- B. Eligible customers will receive a credit not to exceed the maximum allowable Federal Lifeline discount amount. The credit will be applied first to Basic Local Exchange Service with any remaining amounts applied to the basic local service rate in accordance with C.F.R. Title 47, §54.403(b).
- C. The Lifeline Program reduction to Basic Local Exchange Service shall apply only to residential one-party service.
- D. Nothing in this Section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.
- E. The Lifeline Program rate reduction does not apply to Service Connection Charges.
- F. The Lifeline Program rate will not be available on a retroactive basis.

LOCAL EXCHANGE SERVICE

6.2 LIFELINE PROGRAM (Cont'd)

6.2.2 Eligibility Requirements

- A. The discounted service will be provided for one (1) telephone line per household, at the subscriber's principal place of residence. Individuals who meet the following criteria are eligible for Lifeline Assistance.
 1. The applicant cannot be a dependent as defined by the Federal Income Tax Code, under the age of eighteen (18);
 2. The applicant is member of the household; and
 3. The applicant must have only one (1) local exchange access line to his/her residential premises or dwelling place; and
- B. Verification of the first two (2) requirements will be accomplished through self-certification.
- C. A service order to establish the applicant's discounted service will not be issued until proof of the applicant's income level has been obtained and verified. As proof of income eligibility, an applicant can: 1) show that he/she is currently a recipient of benefits under one (1) of several specified public assistance programs; or 2) demonstrate poverty level income.

The process to be followed under each of these alternatives is outlined as follows:

1. Participation in Public Assistance Programs:
 - a. The specified programs are as follows:
 - Medicaid;
 - Food & Nutrition Services (Food Stamps);
 - Supplemental Security Income (SSI);
 - Federal Public Housing Assistance (Section 8);
 - Low-Income Home Energy Assistance Program (LIHEAP);
 - Temporary Assistance to Needy Families (TANF);
 - National School Lunch Program's Free Lunch Program
 - b. Individuals choosing this option are required to deliver or mail to the Company a photocopy of a valid identification card or of the appropriate documents that are issued to them by the agency administering the program.

Issued: April 8, 2014

Effective: April 8, 2014

LOCAL EXCHANGE SERVICE

6.2 LIFELINE PROGRAM (Cont'd)

6.2.2 Eligibility Requirements

C. (Cont'd)

2. Applicants who demonstrate poverty level income either:
 - a. As determined by the individual's Federal income tax return. Individuals choosing this option are required to obtain and deliver or mail to the Company a photocopy of their most recent U.S. Individual Tax Return (Form 1040, 1040A, or 1040EZ) that was submitted to the Internal Revenue Service. The Company will look at the number of exemptions reported to determine the size of the family unit and the dollar amount reported on the adjusted gross income line. These figures will then be compared to current federal poverty income level guideline tables, as published in the Federal Register, to determine if the applicant meets the income criteria.
 - b. Fixed income, retired or other subscribers not required to file an individual tax return (Form 1040, Form 1040A or 1040EZ) should write a letter to the Company with a written statement to the effect they qualify for the Lifeline Program. The Company may choose to verify this information with a State or Federal agency before determining the applicant's eligibility.

6.2.3 Restrictions

- A. The Lifeline Program rate will only be provided for service to the applicant's principal residence or dwelling.

6.2.4 Recertification

- A. Customers must recertify on an annual basis that they continue to qualify for the discounted service.

LOCAL EXCHANGE SERVICE

6.2 LIFELINE PROGRAM (Cont'd)

6.2.5 Credit and Collection

A. Credit References

The credit verification procedures used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program.

B. Deposits

Credit verification is the determining factor for deposit requirements, acceptable credit results will result in a waived deposit.

6.2.6 Service Connection Charges

A. Service charges are applicable to Lifeline customers with existing residential access line service when they convert to the Lifeline Program.

B. Service Connection Charges will apply when:

1. Existing eligible residential Local Exchange Service customers also convert to a different grade of eligible residential service and/or Optional Calling Services at the time the Lifeline Program billing is initiated.
2. A customer receiving Lifeline Program billing voluntarily elects to convert to telephone service arrangements which preclude Lifeline Program eligibility.
3. New residential applicants (those without existing Local Exchange Service) eligible for the Lifeline Program will be subject to applicable Service Connection Charges.

C. Any subsequent moves or changes after the initial connection to the Lifeline Program will be subject to the applicable Service Charges as outlined in Section 18 of this Tariff.

Issued: July 1, 2012

Effective: July 1, 2012

[Customer Care](#)[Visit MyWilkes.net](#)[Pay Your Bill](#)
Now accepting:[Español](#) | [Customer Survey](#) | [Customer Care](#) | [Newsletters](#) | [About Us](#) | [Contact Us](#) | [Home](#)*Trust Local Excellence*[BUNDLES](#)[PHONE](#)[INTERNET](#)[TV](#)[SECURITY](#)[BUSINESS](#)[FIBER OPTIC](#)[WIRELESS](#)[Bundled Value Packages](#)[Local Service](#)[Long Distance](#)[Calling Features](#)[WireGuard/NetGuard](#)

Helpful Numbers:

Repair Service:

973-4000 or 611
(611 connects only if calling within a Wilkes Telecommunications Exchange and will not connect if calling from a cell phone)

Customer Service/**General Office:**

336-973-3103

Local Directory Assistance:

411 within service area*
(*\$1.00 per call)

Wilkes Telecommunications offers basic telephone service to residential customers in the communities we serve. Wilkes has been providing dependable and affordable, local telephone service for more than 50 years. We are proud to be your local telecommunications provider, and as the industry grows and changes, we look forward to continuing to serve all of your future telecommunications needs.

RESIDENTIAL
\$18.50*
per month
UNLIMITED LOCAL CALLING

* Does not include 911, relay surcharge, or FCC access charges.

* New accounts subject to installation charges & membership fees.

Non-published numbers are available at \$1.50 per number per month for residential customers. Service order charge applies. Please call the business office if you wish to remove your number from Directory Assistance or the Wilkes County Phone Directory.

Please call our office to inquire about our tariffed rates.



For all your entertainment needs

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[Privacy Policy](#)

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WILKES TELEPHONE MEMBERSHIP CORPORATION (SAC 230510)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY